



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Workforce Development

COURSE: CSP 2201 Help Desk/User Support

Date: Fall 2021

Credit Hours: 2

Prerequisite(s): CSP 2200

Delivery Method:

<input checked="" type="checkbox"/> Lecture	1.5 Contact Hours (1 contact = 1 credit hour)
<input type="checkbox"/> Seminar	0 Contact Hours (1 contact = 1 credit hour)
<input checked="" type="checkbox"/> Lab	1 Contact Hours (2-3 contact = 1 credit hour)
<input type="checkbox"/> Clinical	0 Contact Hours (3 contact = 1 credit hour)
<input checked="" type="checkbox"/> Online	
<input type="checkbox"/> Blended	
<input checked="" type="checkbox"/> VCM	

Offered: Fall Spring Summer

CATALOG DESCRIPTION and IAI NUMBER (if applicable):

This course will present an overview of the wide range of topics that an entry-level user support specialist will be expected to know. This course will include the technical aspects of end user support along with necessary problem solving and communication skills. Topics will include customer support, help desk organization, procedures, and resources.

ACCREDITATION STATEMENTS AND COURSE NOTES:

None

COURSE TOPICS AND CONTENT REQUIREMENTS:

1. Help Desk Soft Skills
2. Critical Thinking
3. Documentation
4. Help Desk Operations
5. Help Desk Software
6. Training Documents

INSTRUCTIONAL METHODS:

1. Lecture
2. Lab: hands-on training
3. Group Discussions
4. Quizzes

EVALUATION OF STUDENT ACHIEVEMENT:

Students must:

1. Participate in class discussions on Live Zoom sessions or demonstrate by work completed the recorded videos of class were reviewed
2. Complete readings, assignments, quizzes, and other assignments given at the instructor's discretion
3. Ask questions about any misunderstood area either in class, during office hours, or of the tutor.

A = 90 – 100

B = 80 – 89

C = 70 – 79

D = 60 – 69

F = 0 – 59

INSTRUCTIONAL MATERIALS:

Textbooks

Textbooks used in Help Desk/User Support are at the discretion of full-time faculty.

Part-time faculty members are to use the textbook designated for Help Desk/User Support by the Program Coordinator for Cybersecurity and the Dean of Workforce Development.

Resources

Computer Applications:

1. Online Course Management Software
2. Word Processing Software
3. IVCC email account
4. Help Desk Software

Other:

1. Audio/video resources

LEARNING OUTCOMES AND GOALS:

Institutional Learning Outcomes

- ILO 1: Communication – to communicate effectively;
- ILO 2: Inquiry – to apply critical, logical, creative, aesthetic, or quantitative analytical reasoning to formulate a judgement or conclusion;
- ILO 3: Social Consciousness – to understand what it means to be a socially conscious person, locally and globally;
- ILO 4: Responsibility – to recognize how personal choices affect self and society.

Course Outcomes and Competencies

Outcome 1: Students will be able to classify the various components of end user computing.

Competency 1.1: Students will classify end users.

Competency 1.2: Students will describe the basic computing resources end users need.

Competency 1.3: Students will describe common problems end users encounter.

Outcome 2: Students will identify the basic components of computer user support.

Competency 2.1: Students will describe common ways to organize user support.

Competency 2.2: Students will describe & explain the basic services that user support centers provide.

Competency 2.3: Students will research job position descriptions for user support staff.

Competency 2.4: Students will describe the knowledge, skills, and abilities needed to qualify for an entry-level user support position.

Outcome 3: Students will analyze & assess end user needs.

Competency 3.1: Students will apply critical thinking skills to determine basic information regarding basic user requests.

Competency 3.2: Students will explain the problem-solving process support specialist use to solve several typical user support problems.

Outcome 4: Students will understand the soft skills required for end user support

Competency 4.1: Students will effectively communicate with end users to provide support.

Competency 4.2: Students will analyze the soft skills requirements in job postings for end user support technicians.

Competency 4.3: Students will describe the reasons for careful listening.

Competency 4.4: Students will explain how to build and communicate understanding.

Outcome 5: Students will become proficient using Help Desk Ticketing Software

Competency 5.1: Students will respond to end user needs through a ticketing system.

Competency 5.2: Students will create written documents for end users

Competency 5.3: Students will be able to explain the use and components of help desk ticketing software

Competency 5.4: Students will understand the concerns of help desk managers.

Competency 5.5: Students will explain strategies for difficult calls.

Competency 5.6: Students will identify & handle common troubleshooting & support problems.

Competency 5.7: Students will develop a personal problem-solving strategy.

Outcome 6: Students will understand the basics of training computer users.

Competency 6.1: Students will create training documents for end users

Competency 6.2: Students will present a training presentation

Outcome 7: Students will be ready to apply for an entry level Help Desk Position

Competency 7.1: Students will be able map the job requirements to Technical and Soft Skills required for a Help Desk Position

Competency 7.2: Students will evaluate their skill sets and education to map the skills in a job posting to their skills